

# **TRICARE Prime Beneficiary Referral Process**

Andrew Rader United States Health Clinic

Health Net Federal Services

## **Step 1**

Your doctor has recommended a routine referral for consultation with a specialist. Please make sure your address and phone number in DEERS are correct, as that is the source of information used to contact you.

## **Step 2**

The Referral Team within the National Capital Region (NCR) will check to see if there is a specialist appointment available at a Military Treatment Facility (MTF) within the NCR. ***Your referral will expire 28 calendar days from the date of your referral, so after two full business days, you must call 1-800-433-3574.*** During this call, you *may* be able to book an appointment at an MTF within the NCR. If no appointments are available within access to care standards, or an MTF within the NCR is unable to see you, then your referral will be forwarded to our civilian partners, Health Net. Any referrals questions or if you are told to call back later for an appointment call the referral management office at Dewitt at 703-805-0764.

## **Step 3**

If after calling 1-800-433-3574, no appointments are available within the MTF, Health Net will find a civilian specialist who is convenient to you and verify that the doctor is able to see you within 28 calendar days. Within 5-7 *business* days after Health Net has received the referral from the MTF, you will receive a letter from Health Net that will include the doctor's name, address, and telephone number. If you have not received your letter from Health Net within 5-7 *business* days, or if you would like a different doctor than indicated in your letter, you may call Health Net at 1-877-TRICARE (1-877-874-2273).

## **Step 4**

Upon receiving your letter you will now have the flexibility to schedule your appointment with the civilian specialists for a time that best meets your schedule. If you have problems arranging an appointment within 20 calendar days please contact Health Net at 1-877-TRICARE (1-877-274-2273) to locate a new civilian specialist. If you wish to change the date or cancel your appointment, please call the civilian specialist to re-schedule your appointment, then notify Health Net of the new appointment date by calling 1-877-TRICARE (1-877-274-2273).

## **Step 5**

If your civilian specialist believes you need additional medical services, ***the specialist*** will need to contact Health Net to authorize the services.

## **Step 6**

If your appointment has been scheduled in an MTF and you wish to change or cancel your appointment, please call 1-800-433-3574.

- For Appointments at Rader Clinic Dermatology, Podiatry, Optometry, or Well Women you may also call – 696-7951 after 2 business days.